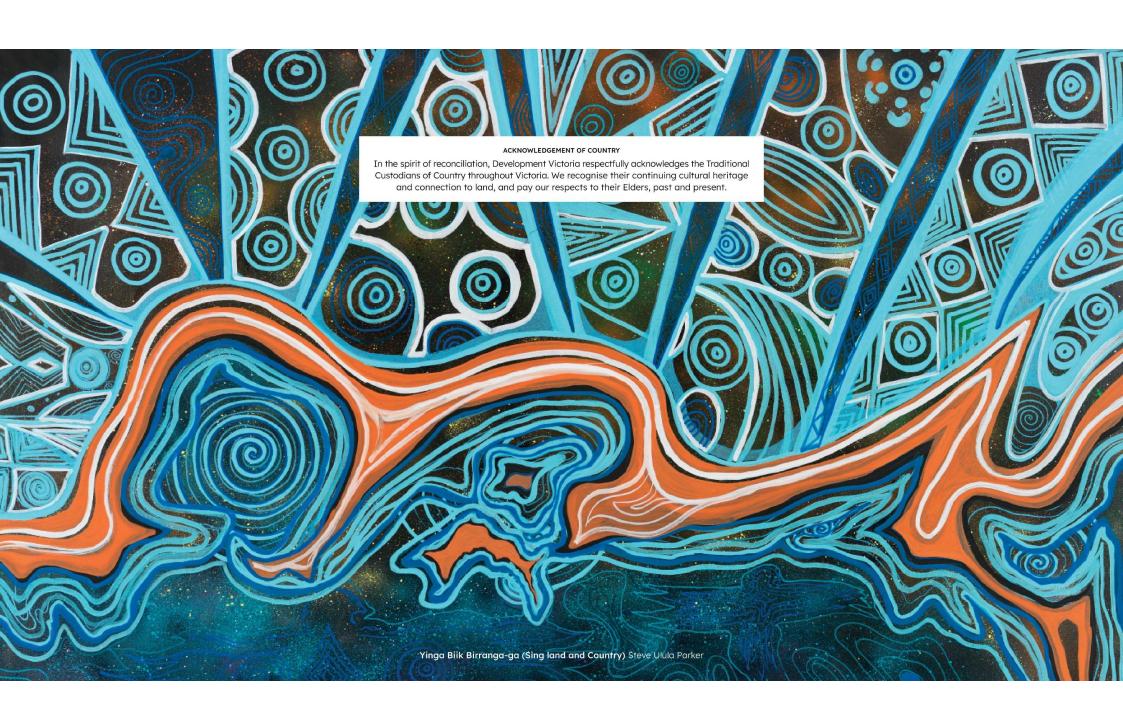


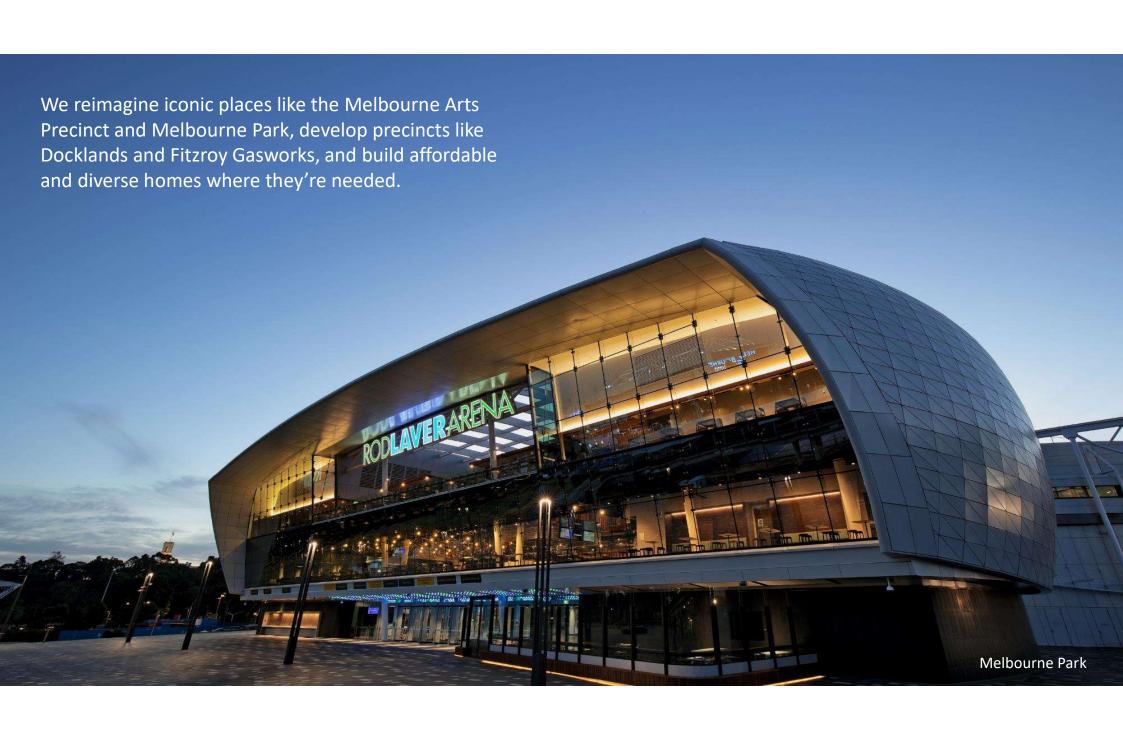
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Records, IT Applications, Development Victoria









What We Want To Achieve

- Balance good practice and practicality for all employees
- Build employee confidence
- Translate PROV policy, standards and guidelines into 'plain-speak' so it will be more accessible
- Emphasise collaboration and secure capture of state records
- Emphasise productivity and efficiency for all employees
- Review 'fit for purpose' when new tools are proposed for use within DV (e.g. Microsoft Teams, Aconnex)

Challenges

- Variable initial records skillset of new employees
- Time available from our staff for training and education and for good document capture
- People finding shortcuts / loopholes
- Legacy of predecessor agencies
- Teams group message vs records message uptake
- Keeping up with the broader technological environment



Our Records Training Tools & Awareness Strategy

- Reviewed annually
- 'Welcome email' and Records Awareness video
- Initial one-on-one EDRMS training
- Follow-up Content Manager / Kapish training
- Subject-based education sessions to specific Group Assistants and project teams
- Written and video 'how to' guides
- Tips continuously communicated via digital office boards, intranet and group meetings
- On-going mentoring and support to all staff

Measuring Success

Improved habits



Cultural Change



- Increase in people using the systems
- More questions
- Requests for more advanced features / tools
- Using our records systems to do more advanced tasks

- More discussion around managing records
- Willingness to do what is asked
- Included in organisation's Strategic outcomes
- Included in induction

Training & Awareness



Measurements



- Improved attendance at sessions
 - building of skills
- Requests for modules or help guides
- Invitations to attend team meetings

- Use EDRMS to see improvements
- Measure by inquiries / help tickets

Steps to Success

